



Concept Paper # 225

Presented to the Department of Administrative Services (DAS)

Date Prepared: ____11/9/2012____

Name of document to be reviewed:

Web-Based System for the Sexual Assault Examination (SAE) Program – Scope Analysis

Document for review and approval:

☐ Request for Proposal (RFP)
☐ Request for Service (RFS)
☐ Request for Quote (RFQ)
☐ Invitation to Qualify

☐ Sole Source Procurement
☐ Statement of Work
☐ Staff Augmentation
☐ Master Agreement Purchase

NOTE: Sole source procurements will also need authorization from DAS Procurement for this type of purchase. Please also contact DAS Procurement at this location:

<http://das.gse.iowa.gov/procurement/solesource%202010.pdf>

Document for review only:

☐ Master Agreement

☐ Request for Information (RFI)

Agency: Attorney General's Office – Crime Victim Assistance

RFP Reference #:

Release Date:

This project is requesting IOWAccess funds: Yes ☒ No ☐

NOTE: IOWAccess concept papers are to be sent to Wes Hunsberger (Wes.Hunsberger@iowa.gov) for an internal DAS review.

Projected cost over \$50,000? Yes ☐ No ☒

Projected agency staff hours over 750? Yes ☐ No ☒ (not for scope analysis phase)



Project Cost, Funds and Funding Source:

Please list the internal and external resources/costs for the purchase:

Internal Resources/Costs: CVAD will provide staff and staff time to support this project. We are currently holding 1-2 hour weekly to bi-weekly meetings as we near the end of the 3-month scope analysis phase for the Crime Victim Compensation project which includes Restitution and Subrogation. Sexual Assault Examination Program Scope Analysis will be a continuation of the project as the programs are interrelated. Management staff will participate in these meetings as well as participation from individuals providing specific information about the processes we would like to upgrade for our Sexual Assault Examination Program (Sexual Assault Examination Coordinator and other staff as needed).

External Resources/Costs: \$20,000 for SAS/ITE staff for scope analysis specific to Sexual Assault Examination (SAE) Program

Timelines: December 2012 and January 2013, scope analysis

Goal: scope analysis of SAE piece of new web-based Crime Victim Compensation (CVC) Program system, which will include components for CVC, Restitution/Subrogation and SAE.

Background: The Crime Victim Assistance Division currently administers 7 programs from our office; Crime Victim Compensation (CVC), Victim Services Support Program (VSS), Iowa Crisis Response Team (ICRT), Identity Theft Passport Program (IDPP), IowaVINE (Victim Information & Notification Everyday), Iowa Protective Order Notification for Domestic Abuse (IPONDA) and the Sexual Assault Examination program (SAE).

We are currently completing the Scope Analysis Phase of planning for a new web-based system. Planning currently is specific to CVC, Restitution and Subrogation. It is imperative that we continue planning to specifically address the SAE piece of the new system as this program operates in tandem with the CVC Program. Following are summaries of the CVC and SAE Programs, 2 of the 7 programs administered by the CVAD.

CVC- The crime victim compensation program was established in 1983 to help violent crime victims in Iowa, with the out of pocket expenses related to their victimization. The program can reimburse a victim for costs such as medical expenses, mental health counseling, lost wages, transportation to appointments/court, clothing and bedding held as evidence, dependent care expenses, residential security items, crime scene clean-up; and in the case of a homicide, funeral and burial expenses. On average, the program receives about 3,000 applications per year from crime victims in Iowa. The program reimburses victims about \$5-\$7 million dollars every year, due to crime related injuries. The Program pursues restitution from convicted offenders to recover monies paid on behalf of the victim for crime-related expenses. The program also subrogates money from civil lawsuits, insurance and other agencies to recoup monies paid on crime-related expenses.

SAE- The Sexual Abuse Examination Program (SAE) was established in 1979 to pay the cost of evidentiary examinations for victims of sexual crime. The Iowa Attorney General's Crime Victim Assistance Division has administered the program since July 1, 1990. The State's authority and responsibility to pay for the examinations is established in Iowa Code section 915.41:



The cost of a medical examination for the purpose of gathering evidence and the cost of treatment for the purpose of prevention venereal disease shall be paid from the fund established in section 915.94 (The Compensation Fund).

While the SAE program has no direct contact with the sexual abuse victim, the Sexual Abuse Examination program pays for every forensic sexual assault exam in the State of Iowa. Last year the SAE program paid out a total of \$1,534,767 for evidentiary exams and preventative medications, for 2,324 Iowa victims. Victims are not required to apply for the program and the victim has discretion as to whether or not they would like the charges to be submitted to their health insurance. Under Iowa Law, a victim cannot be billed for an SAE. The primary expenses included in an SAE are examiner's fees, medical facility charges, lab fees, and prescription drug expenses.

The SAE Program has a three-fold purpose:

- 1) To pay for the cost of forensic examinations to ensure that evidence is collected in a proper and timely manner;
- 2) To pay the cost of the medical examination to assure the well-being of victims of sexual abuse; and
- 3) To pay the cost of treatment for the prevention of a sexually transmitted infection or disease for the victim (STI/STD). (If an STI/STD is contracted, the charges for the treatment of the contracted STI/STD could potentially be paid by the Crime Victim Compensation Program.

While a victim is required to apply for Crime Victim Compensation Program benefits and meet certain eligibility requirements, the victim is not required to apply for SAE program benefits nor are there eligibility requirements on the victim. All sexual abuse victims should be given an application for the Crime Victim Compensation Program. The Compensation Program may help pay other crime-related costs of the victim, such as counseling costs, lost wages, additional medical costs, crime scene cleanup, and clothing replacement.

While the CVC program and the SAE Program are two separate programs administered by our office, we require an operating system that encompasses both programs. The two programs work in-tandem with one another and program funds are administered in a way that there is cross-over between the two programs. A victim may undergo a Sexual Assault Examination that is paid through the SAE Program and be receiving benefits from the CVC Program at the same time. In order to effectively serve victims and administer benefits from these two programs, we must have an operating system that encompasses both programs. We lack many things currently that would be common in this day and age such as online reporting options, a shared database, web-based capacities, the ability for a victim to apply online, etc. We believe we could provide services to tens of thousands of crime victims in Iowa much more efficiently and effectively by upgrading our current technology. We are in the process of addressing this in the final portion of the scope analysis phase of the CVC program which includes Restitution and Subrogation through IowaACCESS funds. We must now address the SAE portion of upgrading our technology as the two systems work hand-in-hand. It would not be possible for our office to operate one system without the other included.

As with the CVC program, the SAE program has restitution and subrogation practices.

Expected Results:



What are the tangible and intangible benefits of this purchase for this agency and/or state government? CVAD would be able to replace antiquated technology for the SAE Program, thereby allowing us to increase efficiency in the way we reimburse medical providers who provide sexual assault examinations. Because the SAE program operates with a direct billing system, where medical providers bill the Program directly, a new operating system would allow us to streamline this process by giving us the option of direct billing online as just one example. It would also make our processes more efficient and would save on staff time as well as resource costs. The SAE Program would be more accessible to the medical providers billing us for services, enhancing our goal of ensuring that victim's expenses are paid and paid in a timely manner so that a victim of sexual assault never has to have concerns about how or when an SAE bill will be paid. CVAD would be able to provide more technical assistance online to medical providers who have questions about how to bill to the SAE program. We would be able to more effectively identify trends and address any concerns that may arise about how medical providers are utilizing the Program. Updated technology would allow the SAE Program a secure system with fewer worries about the potential for unauthorized dissemination of, or hacking of extremely private and confidential victim information. This system would prevent staff from having to duplicate work in several areas including work with victims who are being served by both the SAE Program and the CVC Program. The SAE Program could have a more seamless invoicing process and reduce duplicate work in this area of invoicing and paying claims.

In essence, this system would provide a centralized, fully-functional, web-based system that would be more accessible and user-friendly for staff and for medical providers billing the SAE Program. It would improve efficiency, provide costs and time savings, and reduce the potential for error. It would enable us to move forward with the new system for the CVC Program, as we cannot move forward with a system that does not include both our CVC and SAE Programs.

Can these benefits be quantified in financial terms? If yes, please explain.

The reduction in duplication of SAE Program staff efforts and time will allow that time and money to be spent in other ways including providing increased training and technical assistance to medical providers, and developing new policies and procedures to more effectively serve the needs of sexual assault victims and promote efficiency and uniformity in our billing procedures. While this cannot be specifically quantified in financial terms, the result will be that the funds designated to pay for sexual assault examinations will be used for their intended purpose in a more timely and efficient manner. This could increase the total payout of SAE funds each year. Not only would this be possible by streamlining our internal the processes, but also by allowing more time for training and technical assistance to medical providers who will in turn increase their efficiency in their own billing processes and utilization of the SAE program.

How will you be more effective as a result of this purchase?

As stated previously, the SAE piece of the web-based system will allow staff to reduce duplication. In addition, the office will potentially save on mailing costs. With electronic submission, we will cut down staff time used sorting and processing bills through the mail. It will allow the SAE program to provide higher quality, more efficient services to medical providers which in turn improves services to victims who need assurance that this benefit will be provided without their having to be concerned or even aware of the expense that goes into conducting a sexual assault examination. The SAE Program will be enabled to better monitor the funds administered, implement safeguards to eliminate human error in the claims reimbursement process, and track progress, payments, and statewide trends more effectively. The upgrade would also provide a more secure location for very sensitive database information to prevent possible re-release of confidential information. The SAE Program will have



better communication with medical providers, therefore allowing for better working relationships between our office and the facilities where sexual assault examinations are being provided.

How will service to your customers be enhanced as a result of this purchase?

Victims of sexual assault should never be billed directly for the cost of a sexual assault examination. It is crucial that the SAE Program pays bills submitted by medical providers in a timely manner. This is one of the keys to an ongoing positive collaborative relationship between the SAE program and the medical providers conducting the sexual assault examinations with victims. More efficient payment and enhanced training and technical assistance for medical providers will benefit the victims served by those medical providers.

Giving medical providers the option of submitting bills online makes the SAE Program more "user friendly" and increases efficiency which also benefits medical providers and in-turn victims. Medical providers all over Iowa would benefit from the ability to submit electronic billings to the Sexual Assault Examination program. Turnaround time for reimbursement for services would be much shorter and would provide the ability to streamline the process so expectations are clear and all providers are submitting information in a uniform fashion.

Testing and Acceptance: N/A

Some of the Interested Parties:

1. Sexual Assault victims in Iowa
2. Medical Providers
3. Pharmacies
4. Sexual Assault Nurse Examiners (SANES)
5. Local Sexual Assault Response Teams (SARTS)
6. IowaCASA (Iowa Coalition Against Sexual Assault)
7. IDPH (Iowa Department of Public Health)
8. Sexual Assault victim service programs and advocates
9. Crime Victim Assistance Division Staff
10. Law enforcement

Some of the Recipients of this Service:

1. Sexual Assault Victims in Iowa
2. Medical Providers in Iowa
3. Law enforcement, prosecution (criminal justice system)

Standards:

Architecture:

Business Continuity / Disaster Recovery:



Recommendations from the State CIO:

NOTE: Where applicable, all DAS GSE Procurement and IA Administrative Code 11-105 and 11-106 requirements and procedures are to be followed. Reference: <http://das.gse.iowa.gov/procurement/>, specifically: <http://das.gse.iowa.gov/procurement/adminrules/>.

Duplication recommendation from the State CIO to the DAS Director:

- a) Is there duplication within Government? *(Please identify duplication at the agency level, as well as within the enterprise)*
- b) Can an existing program be modified to address a new need?
- c) Do you have any similar program in existence?
- d) Have you sought IT procurements for similar programs in the past?
- e) Do you have purchasing documents for similar programs?
- f) Do you have similar purchasing documents that could be used as a starting point for this program?
- g) Is there anything you could provide that could assist the agency with this IT procurement?
- h) Are there alternatives available to the agencies?

Questions sent from the State CIO to the AG's Office for a response:

Although I completely agree with the business approach to consolidate/integrate and make these systems much more effective and efficient, it does not appear that the request specifically qualifies for IOWAccess funds:

"... as a service to the citizens of Iowa as a gateway for one-stop electronic access to government information and transactions, whether federal, state, or local."

It does not appear to make information available to the public, or have a 'public-facing' component. However, it is a hugely important service for several thousand citizens and making us much more efficient!!

This is an important transformation and I would like to find a way to support it!

Here are a few questions:

Can the AG provide a copy of the CVC scope analysis?

Who accomplished the CVC scope?

What is the total cost of the entire web based project?

Is there an overall project plan?

There are a few other sub questions that may be generated as a result of answers to the above: 'in-house development' versus finding an off-the-shelf solution, what development/programming language (STANDARDS), what resources are to be utilized (in-state or contractors), where is the data housed, expected costs of annual maintenance/changes to the program, total costs projected (5 years), performance measurement on both the program and the project (how we measure success), can the code/source be used by any other agency, how we handle records created as a



result of the program and how we make those available to the public (TRANSPARENCY), how do we approach security (SECURITY), software/hardware included?

Answers returned from the AG's Office (Anne Thomas, Compensation and SAE Administrator):

I tried to respond to the majority of these questions below. Some of the questions I will need to bring up in our next Scope meeting to provide a response.

In response to the question regarding whether the proposed system for the SAE Program has a "public-facing" component, both the SAE Program and the CVC Program are part of the same system currently and that system is public facing.

I've attached in Word a High-Level Scope Analysis of the CVC Project. We are currently finalizing the detailed Scope Analysis.

The entire project will be under \$50,000. Janelle Melohn (CVAD Director), Doug Raper (DAS IT), Jeff Braafhart (DAS IT), Rodney Jordan (DAS IT), Anne Thomas (CVC/SAE Administrator), and the CVC/SAE Staff have been involved in the CVC Scope.

As far as the overall project plan, I am not sure how to respond to that question but if you could let me know what information is needed here I will get it for you.

The project will be developed in-house (not "off-the-shelf") and we are working with DAS IT. We have had problems in the past with "off-the-shelf" software and are eager to work with the DAS IT team to create something that specifically suits our programs. Regarding where the data will be housed, maintenance costs, and other questions in the final paragraph, I will consult with Janelle and the IT group we are working with to get you a response.

Recommendation of the State CIO to the DAS Director:

Authorize this IT procurement Yes ____ No X

Alternatives suggested by the State CIO
(see comments below) Yes X No ____

Additional comments from the State CIO:

There is no public facing or engaging component to this particular IT procurement for IOWAccess funding. If possible, the request could be redesigned to include a component for further review.

DAS Director's action:

Authorize this IT procurement Yes ____ No X

The above IT procurement concept denied by Director Carroll on 1/25/13

Comments: **None.**